

Q: Are there any time restrictions or times to avoid certain locations for evaluation of equipment to bid?

A:

- The visit is during normal business hours Monday thru Friday.
- The contractor introduces themselves to the manager on duty, provides identification, and an explanation for the reason of their visit.
- They sign in and out on our maintenance log at the store.
- A store employee will need to escort while they are in the backroom.

Q: Are certificates of insurance to be submitted with the bid, or provided after the fact if the bid is awarded?

A: Certificates of insurance are requested at the time of contract execution.

Q: Are copies of the contractors invoice on materials required to be provided with every invoice to NHLC or only when requested by NHLC to verify markup?

A: Material invoices shall be included with the service invoice to verify material costs and appropriate percentage markup as stated in the bid proposal.

Q: Part I GENERAL INFORMATION FOR BIDDERS, #s 11 & 17, page 5: please clarify the difference between “emergency service” & “critical service.”

A: It is to be acknowledged that emergency service and critical service will impose the same meaning.

Q: Part I GENERAL INFORMATION FOR BIDDERS, Item #4, section A, page 4, paragraph 4: “The material markup on Part III Requested from Bidder Item #2 applies to when other parts and materials are authorized: the NHLC shall be billed at the contractor’s cost plus a reasonable mark-up.”

A: The material markup on Part III Requested from Bidder Item #2 applies to when other parts and materials are authorized: the NHLC shall be billed at the contractor’s cost or the manufacturer’s cost, plus a reasonable mark-up.”

Q: Part I GENERAL INFORMATION FOR BIDDERS, ITEM #4, section A, page 5, paragraph 10-B: “There shall be no charge for travel time, mileage, or disposal of rags or waste to the NHLC on service calls or when performing a planned preventive maintenance.”

A: The above criteria shall already be incorporated in the preventative maintenance price.

Q: Part III INFORMATION REQUIRED FROM THE BIDDER, Item #2, page 17, section C: “Mileage allowed shall be portal to portal, or the distance from the previous worksite to the new worksite, whichever is less. The NHLC will pay one (1) way on service calls; mileage and rate of one (1) man.”

A: The above is relative to service calls and not preventative maintenance for which an itemized detail of services and materials used shall be listed in an invoice.

Q: Part IV CRITERIA FOR SELECTION, page 20 Item #1 section B: “Properly signed by the Bidder’s authorized representative, coversheet is provided in Appendix C.”

A: On Page 17, Part IV, Criteria for Selection, 1. 1. This is a typographical error. There is no Exhibit C attached to the RFP. However, the bid proposal shall be properly signed by the respondent’s authorized representative and if contract is awarded, a certification of vote or authorization will be required for contract execution.